



## Virginia Social Services System Strategic Planning Steering Committee

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### **Meeting Minutes August, 2005 10:00 a.m. to 1:00 p.m. Richmond Room, DSS Henrico Office, Forest Office Park & Video Conference Locations**

**Attendees:** Members - Commissioner Conyers, Mark Johnson, Donna Douglas, Vicky Collins, Dana Paige, Diana Hutchens, Jane Conlin, Julie Christopher, Harry Sutton, Nick Young, Renee Fleming Mills, BJ Northington, Bo Harris  
Staff – Margaret Schultze, Marcella Williamson  
Facilitator – John Wheatley

#### **I. Call to Order, Introductions**

John Wheatley called the meeting to order and relayed regrets from a number of members.

#### **II. Minutes**

The minutes from the previous meeting in July were approved.

#### **III. Review Action Items List**

*Item 86: Mark Johnson: Chair a group to plan a statewide EVENT to kick-off the VSSS Strategic Plan.*

The committee discussed a number of issues around this items including; creating a sense of urgency around the plan, the role of the steering committee in promoting the plan and planning process, the need to continually share information to ensure the plan is not perceived as beign developed secretly. It was also discussed that the kick-off events should not conflict with the BPR. The committee decided to place this item on hold.

The committee discussed a number of issues to do with communication. It was decided to implement a quarterly update report to help people across the system understand what process was being made. This report would include a profile of local efforts such as the recent awards in Prince William and Chesterfield. Marcella Williamson took and action item to produce a draft report and template.

As part of the communications effort Diana Hutchens suggested having an activity related to the strategic plan at the fall VLSSE conference. Diana took responsibility for the action item.

*Item 89: John Wheatley: Determine the manner in which we will solicit input from the local departments when plans are being developed.*

John Wheatley reported that this process was still being determined as the actual process moves forward. A number of plans have been shared with the stakeholders and their input solicited.

Item Open

*Item 90: John Wheatley: Develop survey to collect data about all current plans used. This information will be presented at the next meeting. It will include information about the necessity of the plan.*

John Wheatley reported this is still a work in progress. Item Open

*Item 93: Marcella Williamson, Present a report on the number of hits received on the Strategic Planning Web Site for March, April and May (as much information as is available).*

Marcella Williamson reported the hits on the front page of the strategic planning web site were as follows: March 513, April 375, May 615, June 542 and July 375. The peak May and June was contributed to the dissemination of the strategic planning information packs. Item Closed.

*Item 97: John Wheatley, Prepare to finalize the vehicle through which performance measures will be gathered and disseminated.*

The identification of performance measures and any supporting infrastructure is an on-going issue that will continue to be addressed by the committee. Item Closed.

*Item 98: John Wheatley, Place final Service Area Plans on the Web site.*

When finalized all plans will be posted to be accessed via the web. Item Open.

*Item 99: John Wheatley, Prepare agenda item for next meeting to discuss new members identified in the Retreat*

Item placed on agenda see "New Business". Item Closed.

*Item 100: John Wheatley, Prepare agenda item for next meeting to discuss members commitment for the upcoming year*

Item placed on agenda see "New Business". Item Closed.

## IV. New Business

### 1. Discussion on BPR and Change Management: Commissioner.

Commissioner Conyers solicited feedback from the group on the BPR "To Be" model presentation. He related that the model accurately defined where we are, pointed out that there are many opportunities for us as we move forward with BPR. He stated that there may not be 100% agreement on all items as we move forward, but we need to stay focused on how we get from here to where we want to be. We also need to be able to engage the System members to get everyone involved and understanding the opportunities that lie ahead.

Key points of the To Be Model:

- No wrong door

- Multiple entry points
- Eligibility units/positions get redefined
- Training, retraining re-programming
- Committed to not using process for throwing people away (not putting them at risk)

2. *New membership discussion: Duke Storen.*

Deferred until Duke Storen is present.

3. *Membership commitment discussion: Jack Frazier.*

Deferred until Jack Frazier is present.

4. *Review/Revise October meeting date: John Wheatley.*

The October meeting has been rescheduled to October 31st.

5. *Goal 2.*

At the request of Donna Douglas a discussion was held in reference to goal 2. Donna presented some materials from a North Carolina presentation on their strategic planning initiative that pointed out areas of implementing a strategic plan that should be handled with caution. The conclusion of the discussion was to change the focus of goal 2 from its current performance management system to one with a focus on educational development and cultural change. It was suggested by some committee members that the focus of performance management system not be lost just postponed while the focus changes. Donna took an action item to realign goal 2, gain steering committee approval via email and update the strategic plan ready for the September 15<sup>th</sup> DPB update.

## V. Adjourn

The meeting adjourned at 11:45 p.m. The next meeting is September 27<sup>th</sup> 10:00 a.m. to 12:00 p.m.